



ETA ***Electronic Transfer Account***

The ETA is an account designed by the U.S. Treasury to ensure that individuals who are required to receive Federal payments electronically have access to an account at a reasonable cost and with the same consumer protections available to other account holders at the same financial institutions. The ETA is available to anyone receiving a benefit, wage, salary, or retirement payment from the Federal government.

Any federally insured bank, credit union, or savings and loan may become an ETA provider by entering into a Financial Agency Agreement with Treasury. To receive an ETA enrollment kit or to obtain more information about the ETA program, financial institutions are encouraged to call the following toll-free customer service number.

Customer Service Number for Financial Institutions

1-888-382-3725

Certified ETA providers and all their branch locations will be listed in an ETA database available to the public through a toll-free number and Web site as a way for individual payment recipients to locate ETA branch locations in their geographic areas. Individuals can call the toll-free Voice Response Unit (VRU) Call Center and provide their zip code information to locate an ETA branch location nearest to them. The VRU is currently being answered by live English or Spanish speaking operators Monday through Friday, 9 a.m. to 6 p.m. eastern time (ET) and can offer assistance in other languages if needed. On February 1, 2000, the VRU will be switched to an automated system. The automated VRU will be available in English or Spanish, 22 hours/day 7 days a week. Live call center operators will be available Monday through Friday from 8 a.m. to 11 p.m. ET to offer help with the database or assistance in other languages.

ETA Provider Locator Service Voice Response Unit/Call Center

English/Spanish 1-888-382-3311
TDD 1-877-326-5833

ETA Provider Locator Service Web Site
www.eta-find.gov

Additional information about Treasury's ETA program can be found on the Web at:

Financial Management Service Web Site
www.fms.treas.gov/eta